

Coconino County Citizens Survey 2009 Results Summary

143 people completed the Coconino County 2009 Citizens Survey. The survey was developed and distributed internally on the County web site, and through hard copies of individual surveys distributed to citizens by County leadership and staff. This report includes the key themes from the survey. The initial results were shared at the 2009 Coconino County Leadership Retreat and specific feedback is being shared with the relevant departments.

A summary of these results is also available on the County web site for all citizens that participated in this anonymous survey.

Summary of Responses

Overall, how would you rank your satisfaction with the quality of life in Coconino County?

Very satisfied 34.5% 50
Somewhat satisfied 33.8% 49
Neutral 12.4% 18
Somewhat dissatisfied 12.4% 18
Very dissatisfied 6.9% 10
answered question 145
skipped question 2

How would you rate the value you receive for County taxes?

Very satisfied 19.3% 28
Somewhat satisfied 26.2% 38
Neutral 22.1% 32
Somewhat dissatisfied 16.6% 24
Very dissatisfied 15.9% 23
answered question 145
skipped question 2

Did you have contact with the County this year?

Yes 72.6% 106
No 27.4% 40
answered question 146
skipped question 1

If you did, please rate your satisfaction with the following:

	Excellent	Good	Neutral	Fair	Poor
Ease of contacting the County	22.4% (24)	37.4% (40)	16.8% (18)	13.1% (14)	10.3% (11) 107
How you were treated	25.0% (27)	32.4% (35)	15.7% (17)	10.2% (11)	16.7% (18) 108
Timeliness of staff response to your request	22.4% (24)	28.0% (30)	15.9% (17)	12.1% (13)	21.5% (23) 107
Accuracy of information and assistance	22.1% (23)	27.9% (29)	17.3% (18)	10.6% (11)	22.1% (23) 104
answered question 109 skipped question 38					

The Coconino County Government is responsible for serving County residents and provides hundreds of services. Below is a sample of some of the provided County services. Please rank the quality of each service:

	Excellent	Good	Neutral	Fair	Poor	Unaware
Maintenance and quality of County Roads	8.0% (11)	39.1%(54)	15.9%(22)	18.8%(26)	15.9%(22)	2.2% (3)
County Health Department services (such as immunizations, animal control, etc.)	13.2%(18)	36.8%(50)	22.8%(31)	12.5%(17)	11.0%(15)	3.7% (5)
County Career Center services (such as Teenworks, transition assistance for local businesses and workforce, job fair)	8.8% (12)	19.1%(26)	27.2%(37)	5.1% (7)	8.1%(11)	31.6%(43)
County Sheriff services	17.6%(24)	36.0%(49)	21.3%(29)	9.6%(13)	11.8%(16)	3.7% (5)
County Court System	9.0% (12)	28.4%(38)	32.8%(44)	6.7% (9)	11.2%(15)	11.9%(16)
County Park system	22.4%(30)	37.3%(50)	20.1%(27)	12.7%(17)	5.2% (7)	2.2% (3)
County Senior Citizen services	5.2% (7)	21.5%(29)	32.6%(44)	5.2% (7)	8.1%(11)	27.4%(37)
Community Development services (such as building permits, code enforcement, etc.)	5.8% (8)	17.5%(24)	32.1%(44)	8.0%(11)	19.0%(26)	17.5%(24)
Other (please specify)	13					

answered question 141

skipped question 6

Overall, would you say the management of County services has improved over the time that you've lived here?

Yes, management has improved 21.1% 30

No, management has not improved 34.5% 49

Management has remained consistent 31.0% 44

No opinion 13.4% 19

answered question 142

skipped question 5